Perceptive Content Client

Installation and Setup Guide

Version: 7.2.x

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Date: February 2020

Hyland

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Introduction to Installing Perceptive Content

This document assumes that you are installing Perceptive Content for the first time or that you have no earlier versions of Perceptive Content running on your computer. These instructions enable you to install Perceptive Content Client directly on the local computer, shown below as *attended*. You can also install Perceptive Content Client *silently* on *unattended* installations by following the instructions in the Install Perceptive Content Client unattended section of this document.

Important To install or update Perceptive Content Client, make sure that you are logged in as a member of the “Administrators” group on the local computer.

Before you install, verify that your system meets the requirements in the *Product Technical Specifications*. Then, verify your product compatibility outside of Perceptive Content, such as the compatibility between the service pack level of the operating system and your version of Oracle.

Perceptive Content installation prerequisites

To install the Perceptive Content environment, install the components in the following order:

1. Install RabbitMQ message queuing broker. Perceptive Content Server versions 7.1.4.x and higher depend on RabbitMQ, an open source software. See the RabbitMQ website for more information, and to download and install the product.

   Important Prior to installing RabbitMQ and Erlang, review the Perceptive Content Server > Message Queuing specifications in the 7.1.x and higher *Perceptive Content Technical Specifications* for the supported versions of both products.

2. Install Perceptive Content Database; see the *Perceptive Content Database Installation and Setup Guide* for more information.
3. Install Perceptive Content Server; see the *Perceptive Content Server Installation and Setup Guide* for more information.
4. Install Perceptive Content Client.

Prior to creating the Perceptive Content Database, you must download and install the Perceptive Content Server files for your particular environment. For more information, refer to the *Perceptive Content Server Installation and Setup Guide*.

Install Perceptive Content Client on all computers on which a user performs Perceptive Content tasks, such as scanning and linking. Each user accesses Perceptive Content from the client using a login ID and password.

Perceptive Content components are not backwards compatible. For example, you must install version 7.2.x of Perceptive Content Client to work with version 7.2.x of Perceptive Content Server. For product technical specifications and system requirements, refer to the *Technical Specifications* guide.

Before you install, verify the following information.

- On the Perceptive Content Client computer, check the Windows Event Viewer to make sure that the computer has no DNS, hardware, or critical Windows errors.
- Perceptive Content Client requires .NET components to be installed. If your security settings are high, .NET may not install and Perceptive Content Client may not run. You must either install .NET prior to installing Perceptive Content Client or lower your security settings during the Perceptive Content Client installation process.

Verify TCP/IP Connectivity for Perceptive Content Server

Open a command prompt, type **ping <*server address*>** where <*server address*> is the IP address or the host name of the computer running Perceptive Content Server (for example, ping 206.18.19.25 or ping notesrvr) and then press ENTER.

If you are properly connected, the message you receive appears similar to the one below:

```
bash-3.00# ping 209.85.225.147
PING 209.85.225.147: (209.85.225.147): 56 data bytes
64 bytes from 209.85.225.147: icmp_seq=0 ttl=245 time=29 ms
64 bytes from 209.85.225.147: icmp_seq=1 ttl=245 time=29 ms
64 bytes from 209.85.225.147: icmp_seq=2 ttl=245 time=27 ms
64 bytes from 209.85.225.147: icmp_seq=3 ttl=245 time=35 ms
^C
----209.85.225.147 PING Statistics----
4 packets transmitted, 4 packets received, 0% packet loss
round-trip min/avg/max = 27/30/35 ms
```

Note If you receive the message "Bad IP address" in response to the ping request, you are not connected to Perceptive Content Server. Check with your system administrator to verify the Perceptive Content Server IP address or name.

Download the Perceptive Content Client files

To obtain product installation files, contact the Hyland Software Technical Support group at (440) 788-5600. For a list of Technical Support phone numbers, go to hyland.com/pswtscontact.

Install Perceptive Content Client attended

1. To start the Perceptive Content Client installation, complete the following steps.
   - For Windows 7, or Windows 8, right-click the downloaded executable and select **Run as Administrator**.
   - Optional. If the **Choose Setup Language** dialog box appears, from the list, select the language you want to use during installation and then click **OK**.
2. On the **License Agreement** page, review the License Agreement terms, scroll to the end of the agreement, click the **I accept the terms in the license agreement** button, and then click **Next**.
3. On the **Custom Setup** page, select the components you want to install by selecting the corresponding icons:
   - **ImageNow Client Files** – Installs all files necessary to run Perceptive Content Client software.
   - **Language Packs** – Options to install language packs. Make sure the subfeature is selected.
     - **German: Deutsch**
     - **Spanish: español**
     - **Dutch: Nederlands**
     - **Japanese: 日本語**
     - **Korean: 한국어**

- **Portuguese (Brazil): Português**
- **Chinese (Simplified): 中文(简体)**
- **French (France): français**

- **JAVA Support for LearnMode** – Installs the Java Access Bridge configuration tool.
  - **Enable Java support for LearnMode** – Enables the Java Bridge configuration tool to run at installation time. Select this option if you do not have the required privileges to run the tool after installation.
- **Administrator Help** – Installs the Perceptive Content integration and administration help files.
- **Support for viewing non-graphic data** – Installs filters for viewing non-raster based objects (such as TXT, RTF, PDF, XLS, or DOC).
- **ImageNow Printer** – Installs all files necessary to run the ImageNow Printer.
- **Business Insight Integration** – Installs all files necessary to view Business Insight reports in Perceptive Content.

4. On the **ImageNow Server** page, enter a name for the default profile, enter the name and port number of Perceptive Content Server, and then click **Next**.
5. On the **ImageNow Shortcuts** page, select the shortcuts you want to appear, and then click **Next**.
6. On the **Ready to Install the Program** page, click **Install**.
7. On the **Installation Wizard Completed** page, select the **Show the readme file** check box.
8. Click **Finish**.

Install Perceptive Content Client unattended

Installing Perceptive Content Client silently is an automatic way to run unattended installations. If you follow the procedures below, you bypass the standard installation wizard interface. Additionally, you can use your own automation tools or login scripts to install Perceptive Content on multiple workstations. Using this silent install method, you can do a custom installation or use a combination of default and customized settings.

This section applies to new installs, updates, and upgrades as follows.

If you are updating ImageNow, we recommend that you use PEDS. For more information about PEDS, refer to the *PEDS Getting Started Guide*.

The default features include Perceptive Content Client, support for viewing non-graphic data, and the Help files. You also receive shortcuts to open Perceptive Content Client. The default features do not include the ImageNow Content Printer or Business Insight Integration.

The following instructions refer to the "common application data folder," which is typically hidden. Its physical location varies, depending on your version of Windows. For example, in Windows 7, the path to this folder is C:\ProgramData\Downloaded Installations\[*Unique ID*]. Refer to your Windows documentation for the specific location of your common application data folder.

Prepare the Perceptive Content Client files

To prepare the Perceptive Content Client files, use the following instructions with the ClientSetup.msi file.

Note The ClientSetup.msi file is not designed for use outside of this procedure.

```
REINSTALL=ALL REINSTALLMODE=vomus
```

1. Optional. If you use deployment software to push out your installations and if it requires you to use an MSI file, extract the **ClientSetup.msi** file from the downloaded executable.
2. Double-click the downloaded **ClientSetup.exe** file to extract the **ClientSetup.msi** file.
3. By default, **ClientSetup.msi** is extracted to the common application data folder.
4. Sort the **Downloaded Installations** folder by **Date Modified** and copy the most recent entry containing this file to the folder that is required by your deployment software.
5. In the **Welcome to the ImageNow Installation Wizard for ImageNow Client** page, click **Cancel**.

   Note Do not delete the **Downloaded Installations\[*Unique ID*]** folder or remove the MSI file. You must have both for certain maintenance functionality.

The following table contains the arguments you can use when you install Perceptive Content Client unattended. If you do not manually set argument values, then the default values are used during the installation.

Argument	Description	Default	Example
INSTALLDIR	The default, and recommended, installation directory is [drive:]\Program Files\ImageNow.	[drive:]\ Program Files\Image Now	INSTALLDIR=\C:\Program Files\IN\
L	Set the language for the installation. English = 1033 German = 1031 Spanish = 1034 French = 1036 Dutch = 1043 Brazilian Portuguese = 1046 Chinese = 2025 Japanese = 1041	1033	/L1033
L*v	This value is optional. If you use this argument, setup does not create directories. The path for the log file generation must be a valid, existing path. This argument is typically used to diagnose installation errors.	%TEMP%\\ImageNowClient*.log	/L*v C:\logs\client-install.txt

Argument	Description	Default	Example
ADDLOCAL	Select which features are installed. Optional features are AdminHelp, KeyView, ImageNowPrinter, and BIIntegration. **Important** You must install ImageNowClient, Accusoft, Pixtran, and NextGenLibrary for the application to work properly. There are no spaces allowed between the words and the commas when using this argument. The core features are required, but some features are optional.	ImageNow Client, Accusoft, Pixtran, NextGenLibrary, AdminHelp, KeyView,	ADDLOCAL= ImageNowClient,Accusoft, Pixtran,NextGenLibrary
IN_PROFILENAME	The default connection profile name.	Default-Profile	IN_PROFILENAME=default
IN_SERVER_NAME	The Perceptive Content Server host name or host address.	Localhost	IN_SERVER_NAME= MyServer
IN_PORT_NO	The Perceptive Content Server port.	6000	IN_PORT_NO=7000
STARTMENUICON	The default value is Yes, which means a shortcut for Perceptive Content Client is created on the Start menu. Allowed values are either Yes or No.	Yes	STARTMENUICON=Yes
DESKTOPICON	The default value is Yes, which means a shortcut to Perceptive Content Client is created on the desktop. Allowed values are either Yes or No.	Yes	DESKTOPICON=No
QUICKLAUNCHICON	The default value is Yes, which means a shortcut to Perceptive Content Client is created on the Quick Launch area of the Taskbar. Allowed values are either Yes or No.	Yes	QUICKLAUNCHICON= Yes

Argument	Description	Default	Example
UPDATE_URL	Specify the HTTP address for PEDS to check for Perceptive Content Client updates. **Note** If the PEDS server URl uses SSL/TLS, refer to the *PEDS Installation Guide*.	NA	UPDATE_URL=http://webserver:8080/pedserver
PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91	Specify a different HTTP address for PEDS Client to check for PEDS Client updates. **Note** If the PEDS server URl uses SSL/TLS, refer to the *PEDS Installation Guide*.	NA	PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91=http://otherwebserver:8080/pedserver

Run the unattended installation

To run the unattended installation, complete the following steps. Use the arguments in the preceding table as the argument list for your installation.

1. Enter one of the following commands, depending on whether you need to use the EXE or the MSI file. Replace **ClientSetup.exe** with the name of the downloaded executable file.

   You can use one of the following commands in a command line script you create for your deployment software.

   - If you can use the EXE file, which is the preferred and more reliable method, enter the following command.

     ```
     ClientSetup.exe /s /V"<argument list>"

     EXAMPLE: "ClientSetup.exe" /L1033 /s /V"/qb /norestart /L*v \"C:\logs\client-install.txt\" INSTALLDIR=\"C:\Program Files\ImageNow6\" IN_PROFILENAME=default IN_SERVER_NAME=localhost IN_PORT_NO=6000 STARTMENUICON=Yes DESKTOPICON=Yes QUICKLAUNCHICON=Yes”
     ```

   - If you need to use the MSI file due to using deployment software that requires it, enter the following command.

     ```
     msiexec.exe /qb /i "[drive:]\<path>\ClientSetup.msi" <argument list>

     EXAMPLE: msiexec /i "C:\ClientSetup.msi" /norestart /qb /L*v log.txt ADDLOCAL=ALL IN_PROFILENAME=default IN_SERVER_NAME=localhost IN_PORT_NO=6000 STARTMENUICON=Yes DESKTOPICON=No QUICKLAUNCHICON=No UPDATE_URL=http://webserver:8080/pedserver PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91=http://otherwebserver:8080/pedserver
     ```

     Note On the **Start** menu, click **Run** and enter **msiexec** for help on its command-line parameters.

2. Verify your installation.

ADDLOCAL value definitions

The ADDLOCAL argument enables you to specify which features are installed with Perceptive Content during an unattended installation. The following table defines the values for ADDLOCAL.

Important You must install ImageNowClient, Pixtran, Accusoft, and NextGenLibrary for the application to work properly.

Value	Description
ImageNowClient	Core functionality of the Perceptive Content Client. Installation of these features is mandatory to ensure the application works properly.
Accusoft NextGenLibrary Pixtran	
AdminHelp	Perceptive Content administrator help files.
BIIntegration	Functionality to view Business Insight reports in Perceptive Content.
ImageNowPrinter	Feature that contains ImageNow Printer.
JavaLearnMode	Functionality to allow Java LearnMode support at runtime. Refer To Appendix Java Access Bridge Installation for system requirements.
EnableJavaLearnMode	Functionality to enable Java LearnMode support at installation time.
KeyView	Functionality to view non-graphical files in Perceptive Content.
LanguagePacks	Containing all language features.
Chinese	Add Chinese language resources. Feature is under LanguagePacks feature.
Dutch	Add Dutch language resources. Feature is under LanguagePacks feature.
French	Add French language resources. Feature is under LanguagePacks feature.
German	Add German language resources. Feature is under LanguagePacks feature.
Japanese	Add Japanese language resources. Feature is under LanguagePacks feature.
Korean	Add Korean language resources. Feature is under LanguagePacks feature.
Portuguese	Add Portuguese language resources. Feature is under LanguagePacks feature.
Spanish	Add Spanish language resources. Feature is under LanguagePacks feature.

Appendix A: Java Access Bridge Installation

To use Java LearnMode integrations, you must have a Java runtime and Java Access Bridge installed on the client machines. You can download Java Access Bridge from Oracle's Java SE Desktop Accessibility

portal. After you download the Java Access Bridge component, you need to transfer the Java Access Bridge files to the appropriate destination directories.

Java Access Bridge File	Destination Directory
WindowsAccessBridge-32.dll	%WINDOWSHOME%\SYSWOW64
WindowsAccessBridge-64.dll	%WINDOWSHOME%\SYSTEM32